

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Supervising Library Assistant	Job Family: 4
General Classification: Professional	Job Grade: 18

Definition: To supervise the daily activities of the Customer Services Section and its interaction with other Library units in order to provide quality service to Library patrons.

Distinguishing Characteristics: Receives direction from a Library Services Manager.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Supervise, plan, schedule and direct the day-to-day operation of the Customer Services Section, including the preparation of work schedules and monitoring work flow.
2. Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; recommend and implement discipline procedures; evaluate the work of all assigned customer service employees at appropriate intervals; recommend step/salary increase.
3. Maintain good communication among the customer service staff and with other Library divisions by producing memoranda and meeting with groups and individuals.
4. Evaluate operations and activities of customer service desk; recommend improvements and modifications; prepare various reports on operations and activities.
5. Review, update and recommend changes, if necessary, in circulation procedures and policies, manuals and Library forms. Formulate new policies and procedures when appropriate.
6. Oversee the preparation of overdue notices and maintenance of records for unpaid charges.
7. Resolve patron problems and complaints about circulation policies and overdue charges; approve charges and/or excuse charges; verify eligibility for library cards.

Position Title: Supervising Library Assistant

Page 2

8. Assist patrons at the circulation desk.
9. Compile and maintain accurate and complete circulation records and statistics for Library use and for comparison with other public libraries.
10. Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
11. Build and maintain positive working relationships with coworkers, other City employees and the public using principles of good customer service.
12. Represent the Library to outside community and professional organizations.
13. Perform related duties as assigned.

Minimum Qualifications:

Knowledge of: Automated circulation system; practices and procedures of library operations; operation and procedures of a circulation desk; principles of supervision, training and performance evaluation.

Ability to: Handle stress and remain diplomatic and tactful when dealing with difficult people; establish and maintain effective working relationships; instruct and advise subordinates in Library operations; maintain accurate schedules, records, manuals and statistics; prepare concise memos and reports; interpret and explain pertinent City and department policies and procedures; assist in the development and monitoring of an assigned program budget; develop and recommend policies and procedures related to assigned operations; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Four years experience in library work and one year of lead experience, preferably in a public library. Equivalent to graduation from an accredited college or university and paraprofessional experience in a public library.

Established January 1994

Revised

Position Title: Supervising Library Assistant
Page 3

CLASS SPECS
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